

# HEAR & Now

A bi-weekly employee performance message for supervisors

Your road map to success



## Getting Started

### Setting SMART goals

To get a head start on the **HEAR** process, you can begin to work with your employees to develop SMART goals.

- Create a list of all responsibilities the employee performs for this position.
- Review the list with the employee, and together break down responsibilities into critical tasks.
- Determine the measurement criteria for each task by considering quality, quantity, timeliness, and cost (as appropriate).
- Determine the remaining SMART criteria, ensuring the goal is challenging, achievable, applicable, observable and has a timeline.
- Develop the plan form using these SMART goals/objectives. The plan form should identify how well the employee must perform a task to receive a rating of Exceptional, Exceeds Expectations, or Meets Expectations.
- Schedule a plan session to discuss the SMART goals with the employee.

#### Homework - Web resources for setting SMART goals:

- [www.mindtools.com/pages/article/newHTE\\_87.htm](http://www.mindtools.com/pages/article/newHTE_87.htm)
- [www.lcesc.org/DVAS/Day2/SMART%20Goal%20Template.doc](http://www.lcesc.org/DVAS/Day2/SMART%20Goal%20Template.doc)
- [www.youtube.com/watch?v=vKMrWsjUOZQ](http://www.youtube.com/watch?v=vKMrWsjUOZQ)

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## Timeline and Upcoming Events



## SMART vs. Not SMART

### Not SMART

- Keep department website up-to-date.

### SMART

- Solicit updates and new material for the website from department managers on the first Friday of each month; publish this new material by the following Friday. Each time material is published, review the website for material that is out-of-date and delete or archive that material.

## Upcoming Events

**Web-based training on AP 3-20**  
Open now on LMS

**Instructor-led training for supervisors on HEAR process**  
October - December 2012

**General class on HEAR process for non-supervisors**  
October - December 2012